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**Siebel Consultant**

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 With 11.4 years out of which 2 months onsite in the information technology industry, I have a wide range of experience in Siebel CRM with multiple implementations like, Order Management, Development, Extensive work experience on EAI, EIM, and Siebel Admin, Application production support.

**SYNOPSIS**

Siebel 11.4 years out of which 2 months onsite in the Development, Implementation, Deployment and Testing of Siebel CRM, Applications Understanding the Architecture, Scope and functionality.

Extensively worked As a Techno-Functional consultant in providing CRM Solution with excellent business domain experience in Siebel Industry specific applications and Siebel call Center Applications.

Extensive experience and knowledge in Siebel Design, and Development including Business Modeling, Requirements Gathering, Analysis, Configuration, Integration, Testing, Administration and Deployment for Siebel Enterprise.

Strong knowledge in Siebel Architecture and proficient with Siebel Tools and Client in configuration, Product Configuration, Order Management and customization of Siebel Objects at multiple levels like but not limited to Applets, Business Components, Screens, Views, Joins, Links, MVGs, Pick Lists, Associate & Shuttle Applets, Toggle Applets and Drilldowns. Siebel Declarative Configuration Alternatives, Workflow Processes, Runtime events and Business Services.

Excellent Siebel development skills in implementing.

**CORE COMPETENCIES**

Experience in Siebel Configuration & Administration (Application & System) and Production Support including deployment activities from Development through Testing in Production environment.

Extensive experience in System design and development required for business process. Specialize in working with technical staff to create, interpret, and implement business requirements into technical specifications.

Extensive exposure with Solution Design team, Business Analysts, Performance & Architecture, Business Users Group and QA teams and provided

Assistance to the Project Management Teams implementing new business processes with excellent interpersonal & communication skills.

**TECHNICAL SKILLS**

CRM: Siebel 8.0, Call Center, Loyalty, eCommunications, Siebel Tools, BOSS CRM

Operating System: Windows 2003/XP,7. ,Linux

Programming Languages: C++, XML, HTML,WSDL, Siebel eScript / VB script, SQL, PL/SQL.

Databases: SQL Server 2005, Oracle 12c/11g/10g, CSS3 and jQuery, Toad.

Others: SQL Plus, Oracle 8.0, Webspear.

**PROFESSIONAL EXPERIENCE**

Working as a Tech Lead – Siebel Consultant in Tech Mahindra.

PROJECT DETAILS

Project # 9

Company: Tech Mahindra

Role: Tech Lead

Team Size: 5.

Duration: - 27/07/2023 to till date.

Environment: Siebel IP 15 to IP23, PLSQL,

Project Description:

 AFG is the one of the top Popular Australian Financial Group Which implements their Business using various Technological Business Frame Works. Amongst them Siebel IP 15 to IP23 upgrade happened is the one takes care of Customer Relationship where worked on Dev-ops Team.

Responsibilities:

Handled production various tickets through Atlassian JIRA tool.

Handled Development various tickets through Atlassian JIRA tool.

**PROJECT DETAILS**

Project # 8

Company: Tech Mahindra

Role: Tech Lead

Team Size: 15.

Duration: - 20/11/2020 to 27/07/2023.

Environment: BOSS CRM,BI/BDI/UNIVERSE, Linux on secure CRT, PLSQL,

**Project Description:**

 KPN is the one of the top Popular Netherland Telecom Industries Which implements their Business using various Technological Business Frame Works. Amongst them BOSS CRM is the one takes care of Customer Relationship where worked on Dev-ops Team.

**Responsibilities:**

* Done successful implementation from Huawei to TechM as CRM Professional.
* SNOW Ticket resolving from P1,P2,P3,P4 in effective manner.
* JIRA ticket resolving for various BAU activities.
* Done changes effectively for BI flows
* Worked on various tough issues in effective manner.

**PROJECT DETAILS**

Project # 7

Company: Tech Mahindra

Role: Tech Lead

Team Size: 25.

Duration: - 02/15/2018 to 19/11/2020.

Environment: Siebel 8.1.1.11-15,Siebel Communications, Windows 7.

**Project Description:**

 Vodafone Hutchison Australia is the one of the top Popular Australian Telecom Industries Which implements their Business using various Technological Business Frame Works. Amongst them Siebel is the one takes care of Customer Relationship where worked on production support.

**Responsibilities:**

* BMC Ticket resolving from P1,P2,P3,P4 in effective manner.
* Artimis ticket resolving for various BAU activities.
* Running the Bulk jobs based on ad hoc request basis.
* Many client visits and worked for Various Changes/Deployments activities for major release.

**PROJECT DETAILS**

Project # 6

Company: Tech Mahindra

Role: Tech Lead

Team Size: 10.

Duration: - 22/11/2017 to 27/04/2018.

Environment: Siebel 8.1.1.11-15,Siebel Communications, Windows 7.

**Project Description:**

 Verizon is the one of the top Popular US Telecom Industries Which implements their Business using various Technological Business Frame Works. Amongst them Siebel is the one takes care of Customer Relationship Management as top most CRM Software as Everyone is aware of.

**Responsibilities:**

* Extensively Worked on WF configurations, XSLT Template Changes, Email Outbound Communications.
* Configuring Applets, Screens, Views, BC in Siebel and doing the Deployment Activities for them.
* Creating DVM for Data validations & prepared Deployment mop all configurations.
* Done Test cases on DEV,Pre-Prod,SIT and Supported issue fixing.

Project # 5

Company: SI solutions India pvt ltd

Role: Senior Software Engineer

Team Size: 10.

Duration: - 21/08/2016 to 31/06/2017.

Environment: Siebel 8.1.1.8-14,Siebel Communications, Windows 7,IP 2016.

**Project Description:**

 Etisalat is the one amongst Egyptian Telecom Industries Which implements their Business using various Technological Business Fame Works. Amongst them Siebel is the one takes care of Customer Relationship Management as top most CRM Software as Everyone is aware of. Etisalat is a enthusiastic Growing Business Organization which serves All the Telecom Services like Voice, Data, Both to the Egypt Customer as well Middle East Countries all.

**Responsibilities:**

* Extensively Worked on Order Management Requirements of the Project.
* Configuring Products in Siebel, Eligibility Rules, Eligibility Compatibility Rules, Product Validations, Pricing.
* Worked on product SMS Templates Configuration.
* Creating constraints for Products. Worked on Product econfigurator.
* Creating Attributes, Relationships for products.
* Created Technical design, Iload Deployment Deliverables.
* Supported bug fixing.
* Performed Sanity Testing, Issues Identifications.
* Prepared Generic Products Structures, Designed the Upcoming Products Requirements, Corrected Conflicts on GPS.

Project # 4

Company: Intellifour software pvt ltd

Role: Senior Software Engineer

Team Size: 10.

Duration: - 08/12/14 to 30/03/2015.

Environment: Siebel 8.1.0,Field Service, Windows 7,IP 2016.

**Project Description:**

 Yellowbook is the website through which our client selling online books, Furniture, Electronic goods. For those The Adds have to be prepared and then approved from customer in order to display their add in the website. For that they use Siebel CRM for Online, Traditional Order processing with Account, Contacts, Address, Sales Orders, Contracts, Proposal, and Opportunities Entities.

**Responsibilities:**

* Extensively Worked on EIM, Data Loading, Legacy Data Migration.
* Worked on EAI.
* Configuring workflows for EAI
* Configuring business Service for EAI.
* Configuring IOs,ICs,Datamap, Webservices.
* Worked on creating WSDL projects in JDeveloper ESB
* Worked on SOAP UI tool.
* Worked on Net Tool Utility.
* Worked on open UI.

Project # 3

Company: CGI

Role: Software Engineer. Technical career level1

Team Size: 20.

Duration: - 24/06/13 to 07/11/2014.

Environment: Siebel 8.1.1, Consumer Goods, Windows.

**Project Description:**

 MHIS-CSL is a client name from France owned by Moet Hennessy is company running business for alcoholic beverages like champagne is the very well favourite product amongst many countries in the world. In this project I have been working on application end to end production support in Siebel Consumer Goods with taking care of day today transactions.

**Responsibilities:**

* Extensively Worked on EIM, Data Loading, Legacy Data Migration.
* Worked on order management and EAI.
* Monitoring automated jobs scheduled by business every day morning.
* Did analysis if automated job got failed and making the process successful.
* Did file loading for Customer, Order, Products, Objective, Consumption, SALES\_STAT, POSM\_COST on ad hoc basis.
* And extensively working on resolving issues happening on the system through BMC Remedy.
* Did gap analysis to fix the issues happening in production system at optimal level between Siebel and OBEE for reporting purpose.

Project # 2

Company: Agree Ya Solution Pvt Ltd.

Role: Siebel Consultant (Order Management)

Team Size: 12.

Duration: - 03/09/12 to 26/04/2013.

Environment: Siebel 7.8 eCommunications, Tools 7.8, Windows XP.

**Project Description:**

 Fair point is a Telecom product based company of USA. The project name is Fair Point. It is a Telecom Organization in USA. This Organization has both Whole sale telecom products as well as retail telecom products. Siebel Order Management is involved on both Whole Sale, Retail of this Organization.

**Responsibilities:**

* Extensively Worked on EIM, Data Loading, Legacy Data Migration.
* Configuring Products in Siebel.
* Worked on product Configurator.
* Creating Service Instances.
* Creating constraints for Products.
* Creating Attributes, Relationships for products.
* Creating linked Items for the products.
* Making the Service Instances flowing through to Provisioning System, Billing System.
* Worked on EAI.
* Create functional design deliverables
* Supported SIT, UAT, QA testing & performing bug fixing.
* Performed System Testing, Perform code build and deployment of the completed codes into the development and testing environment
* Worked on open UI

Project # 1

Client Name: IBM.

Company: Prosoft Services Pvt Ltd(Presently known as Bizinnovative Software Pvt Ltd ).

Role: Siebel Consultant.

Team Size: 24.

Duration: - 09/08/09 to 09/07/12.

Environment: Siebel 8.0 eCommunications, Tools 8.0, Toad, Windows XP, WebSphear.

**Project Description:**

 Idea is one of the largest leading providers of communications solutions serving customers in India. Its principal activities include networked IT services, local, national telecommunication services, and higher value broad band and internet product and services. IBM and Idea are strategic partners for giving best services to the ever growing stronger customer base for Idea. IBM designed the service into four phases. First phase is crystal which is based on Siebel ecommunications that serves prepaid customers all across 17 states for Idea. Second phase is Imagine which is based on order management. Third and fourth phase is sales and maintenance.

**Responsibilities:**

* Extensively Worked on EIM, Data Loading, Legacy Data Migration.
* loading data on daily basis.
* Preparing IFB files & Set the batch range on daily basis.
* Removing control M error in data file through putty.
* Custcode Loading, Bulk SR loadong, Running business service for BulkSR loading.
* Worked on Incident management to load data for the data tikets.
* User ID creation & deletion, Password reset of crystal application.
* CTI & crystal Id mapping for Call center agents.
* Integrate the External ULR with Crystal user Ids.
* Application monitoring for all circles across India.
* Automation(SR Flow) monitoring.
* Extensively worked on EAI & Order Management System.

**EDUCATION**

MCA – SKR Engineering College, Poondamalli, Chennai, Tamil Nadu.

B.A (English Literature) - Sourashtra College, Madurai, Tamil Nadu.

DCA(Diploma in Computer Applications)- DIT, Madurai.

**PERSONAL PROFILE**

Father's Name : P.Ponmayan

Languages known : English, Tamil.

Nationality : Indian.

Gender : Male.

Marital Status : Single.

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